USER'S GUIDE



Phoenix

FirstWare® Recover Pro™ 2004 SP1



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1 Introduction

Phoenix FirstWare Recover Pro 2004 (a.k.a. FirstWare Recover Pro or Recover Pro) is an innovative system restoration utility. FirstWare Recover Pro gives you the power to recover lost data after a system crash, faulty software installation, or accidental file deletion, or even after an unintentional formatting of the hard disk.

FirstWare Recover Pro includes both a Windows application and a Phoenix cME (Core Managed Environment) application. The cME application resides in a highly protected area of your hard drive. You access this area from the cME Console, which displays when you hold down the F4 key or manufacturer designated “hot key” during boot-up.

Once installed, FirstWare Recover Pro continually monitors the entire hard disk, keeping a complete record of all activities on the hard disk.

Three Types of Backup

When you need to recover your hard drive, you have a choice of three types of backup from which to recover your hard drive.

Your choices are:

- **Incremental Restore Point** (this is the type of Restore Point created with the ***Quick Backup*** option—see the Quick Start wizard)

  You determine how often these Restore Points are created—at set intervals, such as once every day or week—or at system startup. You can access this backup from Windows or by pressing a “hot key” during boot up to access the FirstWare Recover Pro application within the cME hidden partition.

- **Static Restore Point** (this is the type of Restore Point created with the ***Complete Backup*** option—see the Quick Start wizard)

  This is a complete copy of the primary drive—that you create. Typically, you will create this Restore Point after you have installed any programs not installed by the PC manufacturer. You can access this backup from Windows or by pressing a “hot key” during boot up to access the FirstWare Recover Pro application within the cME hidden partition.

- **Factory image** (this Restore Point is automatically included with your Recover Pro software)

This restore image is created by the manufacturer and stored in a secure protected area of the hard drive. It cannot be updated. It is accessible from Windows or from a "hot key" pressed when your system is booting—when your operating system will not start, for instance.

Fast, Easy Recovery of Your Hard Drive

In merely a few minutes, if not seconds, the entire contents of your hard disk can be restored back to a point in time when your computer was functioning properly.

FirstWare Recover Pro is totally different from general-purpose backup software. It uses a unique incremental backup technology, taking up only five to ten percent of the hard disk space.

Even if you cannot run your operating system, you can recover your hard drive.

NOTE

Before running the *Restore Hard Drive* option, it is important that you understand the recovery process and the resulting file loss. The results of the recovery process are irreversible, so be sure to review *When to Revert to the Factory Restore Point* before proceeding.

2 Installing Recover Software in Windows

The factory image that you can restore with FirstWare Recover Pro resides in a highly protected area of hard drive called the cME hidden partition. The factory image—and the cME version of FirstWare Recover Pro that accesses it—was installed by your PC manufacturer.

A Windows portion of FirstWare Recover Pro is also necessary so that you can create and revert to restore points from Windows.

NOTE

If your PC manufacturer installed the Windows portion of FirstWare Recover Pro on your PC, you do *not* need to install it, and you can skip this chapter. To verify that it is installed, look for FirstWare Recover Pro in the Programs list in the Start menu.

If your PC manufacturer has not installed FirstWare Recover Pro in Windows, you need to install the FirstWare Recover Pro Windows client yourself. In that case, proceed with the instructions in this chapter.

Installation Environment

FirstWare Recover Pro supports only the booting hard drive in the system. If the hard drive is divided into multiple logical drives (partitions), you will have a choice of which partitions to backup. FirstWare Recover Pro supports only four partitions on the primary drive.

Before You Install

Before starting installation of FirstWare Recover Pro, do the following:

- Close all other applications.
- Disable anti-virus programs.
- Disable Norton SystemWorks (if running).
- Run Windows ScanDisk and Disk Defragmenter (recommended if you have used the PC extensively prior to this installation).

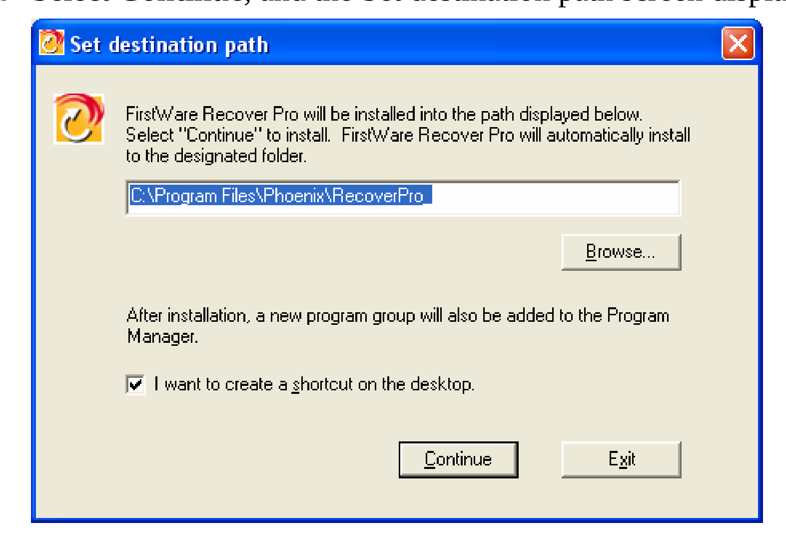
Installation Instructions

Your PC Manufacturer can make FirstWare Recover Pro installation software available to you via a CD included with your computer or as an icon on your desktop. To install the Windows portion of FirstWare Recover Pro, complete the following steps:

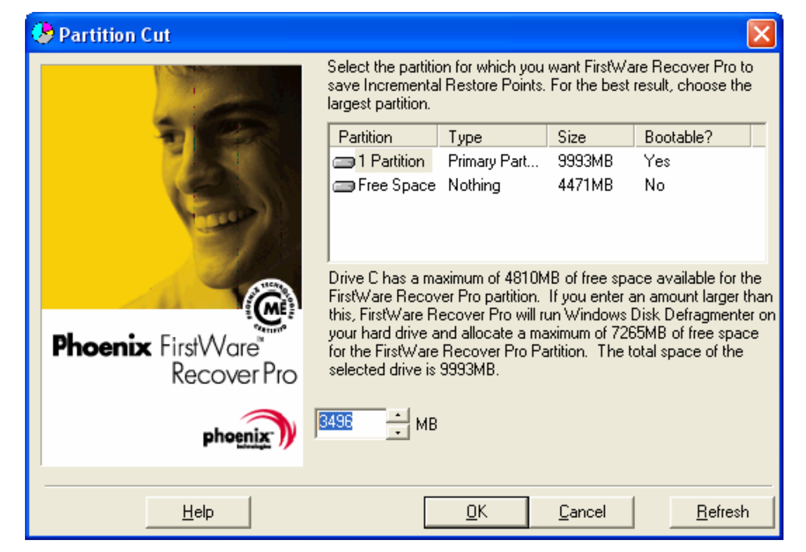
1. From the FirstWare Recover Pro CD, run the setup program, named **setup.exe**. Or from an icon on your desktop, Click on the Recover Pro icon. The setup screen displays.



2. Select **Continue** to go to the next step. You will see the license agreement.
3. Once you have accepted the agreement, you will see a screen reminding you to close other applications.
4. Select **Continue**, and the Set destination path screen displays.



5. Select the default path or browse to select a different folder in which to install FirstWare Recover Pro. Select **Continue.** The Partition Cut screen displays.



6. Select the location in which you want FirstWare Recover Pro to save Incremental Restore Points. Select an existing partition, or select **Free Space** (the default) to use non-partitioned space, and click **OK**.

   If you select **Free Space**, you will be prompted to create a new Recover Pro partition in the free space. Click **Yes.**

   If you select an existing partition, it will be resized to free up disk space for creating the new Recover Pro partition.

> CAUTION !
>
> You cannot resize the partition used to store incremental restore points; it is recommended that you allocate at least 5% of your primary drive. If you plan to maintain many incremental restore points, you may want to allocate more space.

7. If you are using a CD to install FirstWare Recover Pro, remove the Recover Pro CD when prompted, and click **Restart Now** to restart the system.

   After the system restarts, FirstWare Recover Pro begins an initialization procedure. Progress is indicated on the screen.

> CAUTION !
>
> Do *not* press the "hot key," space bar, or any other keys until the initialization process is complete and you are instructed to do so.

8. If you have selected to create a Static Restore Point during the installation process, you will be prompted to press **Enter** after the restore point is created.

You can alternately let the system reboot automatically. If you did not select to create a Static Restore Point, the system will continue booting as usual.

Removing Recover Pro Windows Software and Phoenix cME

You can uninstall the FirstWare Recover Pro Windows software, or completely uninstall Phoenix cME.

> **NOTE**
>
> You must have administrator privileges in order to uninstall Phoenix FirstWare Recover Pro or Phoenix cME.

To remove Recover Pro, or cME, perform the following steps:

1. Select Start on the Windows taskbar, then Settings, Control Panel and Add or Remove Programs (**Start>Settings>Control Panel>Add or Remove Programs**).
2. Select Phoenix FirstWare Recover Pro, or Phoenix cME, and click **Remove**. A confirmation dialog displays.
3. Confirm to remove Recover Pro, or Phoenix cME.
4. If you are removing Recover Pro, you may be asked to enter your password.

> **NOTE**
>
> Passwords in Phoenix FirstWare Recover Pro can only be set up by users with administrator privileges.

Once you enter your password, you will be able to remove Recover Pro completely. If you have never set the password, the password menu will not be shown.

3 Using the Quick Start Wizard

FirstWare Recover Pro provides you with a **Quick Start wizard** for creating backups and restoring your hard drive. If you want to use more advanced features of Recover Pro, use the regular Recover Pro interface (see *Using the Recover Pro Interface*).

Accessing the Quick Start Wizard

To open FirstWare Recover Pro, select **Start** on the Windows taskbar, then **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**.

The **Quick Start** screen appears.



- **Quick Backup**

  Recover Pro Quick Backup tracks any changes from the last Quick Backup and stores it as an incremental Quick Backup. You can decide how often to create a new Quick Backup—at set intervals, such as once every day or week—or at system startup. The advantage to a Quick Backup is that the Restore Point image is smaller than the other Restore Point images. However, you should make sure that if you use this option, that you set a schedule that will accommodate the frequency of changes you make to your hard drive. For example, if you create many documents you may want to create a Quick Backup at least daily. If you are a “light” user and mainly use your computer to access the Internet and Email, you could probably set less frequent Quick

Backups because you are not storing a lot of new data. You can access this backup from Windows or by pressing a "hot key" to access the FirstWare Recover Pro application within the cME hidden partition.

The number of Quick Backups is subject to the hard drive space and the size of the partition you create for the Quick Backups (on the Cut Partition screen during installation).

A Quick Backup is listed as *New Restore Point* by default if you do not assign a name to it.

Un-trusted Restore Points are specific types of Quick Backups. At system start up, FirstWare Recover Pro checks the data integrity of the latest Quick Backup and marks it as Un-trusted if Recover Pro finds any inconsistencies.

- **Complete Backup**

NOTE

If there is insufficient hard disk space, the Complete Backup feature will be disabled.

This is a complete copy of your hard drive—that you create. Typically, you would prefer this type of Restore Point image after you have installed any programs not installed by the PC manufacturer. You can access this backup from Windows or by pressing a "hot key" to access the FirstWare Recover Pro application within the cME hidden partition. Complete Backups are best suited for users who frequently install new applications because if the computer should fail, you could use this Complete Backup image to automatically restore all of your applications without having to use the software installation packages.

- **Restore Your Computer**

This option allows you to restore your computer to your last saved Quick Backup.

Creating Backups

You can create and delete Quick Backup and Complete Backup. The Factory Restore Point is a manufacturer's factory image of the hard drive and cannot be changed.

NOTE

Before creating a Quick Backup, please save all your documents and close all other applications. This allows Recover Pro to backup your most current data.

Creating Quick Backups

You can manually create a Quick Backup at any time by following these directions:

1. Close all applications except Recover Pro. See *Before You Install* on p. 3.
2. Select **Start** on the Windows taskbar, then **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**. The Quick Start menu appears.
3. On the Recover Pro Quick Start screen, select **Quick Backup**.
4. When a dialog displays indicating that you have successfully created a new Restore Point, click **Close**. You do not need to restart your PC.

Creating a Complete Backup

You can have only one Complete Backup at a time. To create a new Complete Backup or replace a current one, perform the following steps:

CAUTION !

Creating a new Complete Backup will clear the current Complete Backup and all Quick Backups.

1. Close all applications except Recover Pro. See *Before You Install* on p. 3.
2. Select **Start** on the Windows taskbar, then **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**.
3. On the Recover Pro Quick Start screen, select **Complete Backup**.
4. If there are multiple partitions on your hard drive, Recover Pro will ask you which one to include in the backup.
5. You will be prompted to restart your computer, at which time a new Complete Backup will be created.

NOTE

If the size of the new Complete Backup is larger than the disk space reserved by the PC manufacturer, you can select to backup fewer partitions.

Recovering From Backup (Restore Point)

You can restore your hard drive to any of your Backups (Restore Points). You can recover your system from Windows using the Recover Pro Quick Start.

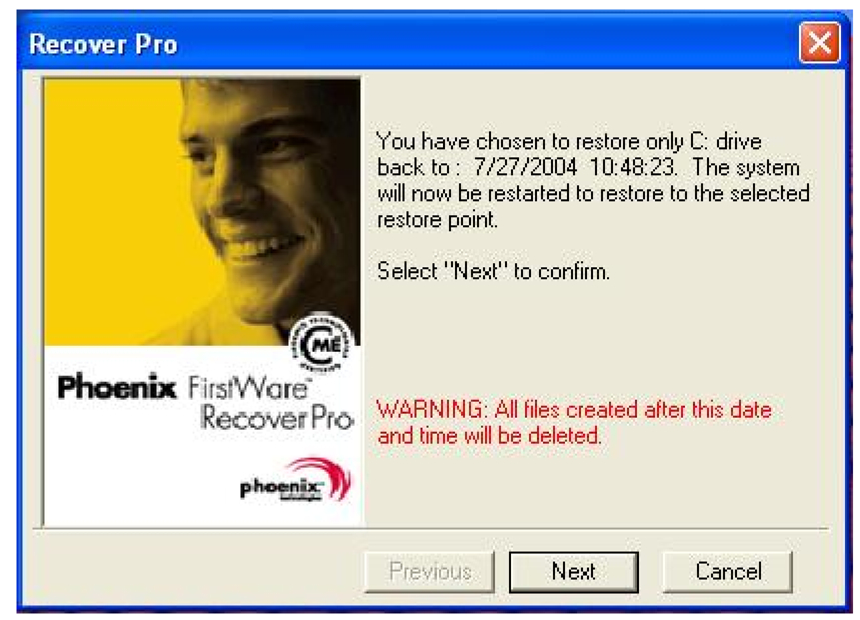
If **Windows** is not functioning, see *Reverting to an Incremental or Static Restore Point From the cME Console* on p. 22, or *Reverting to the Factory Restore Point*.

> NOTE
>
> Reverting to a Quick *Backup* will clear all existing Quick Backups that were created after that point.
>
> Reverting to a *Complete Backup* will permanently delete all Quick Backups.

Recovering a Quick Backup From Windows

If the Windows operating system is working, follow these steps to restore your system to a Quick Backup:

1. Close all applications except Recover Pro. See *Before You Install* on p. 3.
2. Select **Start** on the Windows taskbar, then **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**.
3. On the Recover Pro Quick Start screen, select **Restore Your Computer.**
4. A warning screen is displayed. This warning means that if you proceed, all information that you have created, modified, or deleted will be lost if they occurred ***after the date of the Restore Point you have selected***.



- Click **Next** to restore your computer, or
- Click **Cancel** to return to the Recover Pro Quick Start menu.

5. If you clicked **Next**, your computer will restart with the most recent Quick Backup.

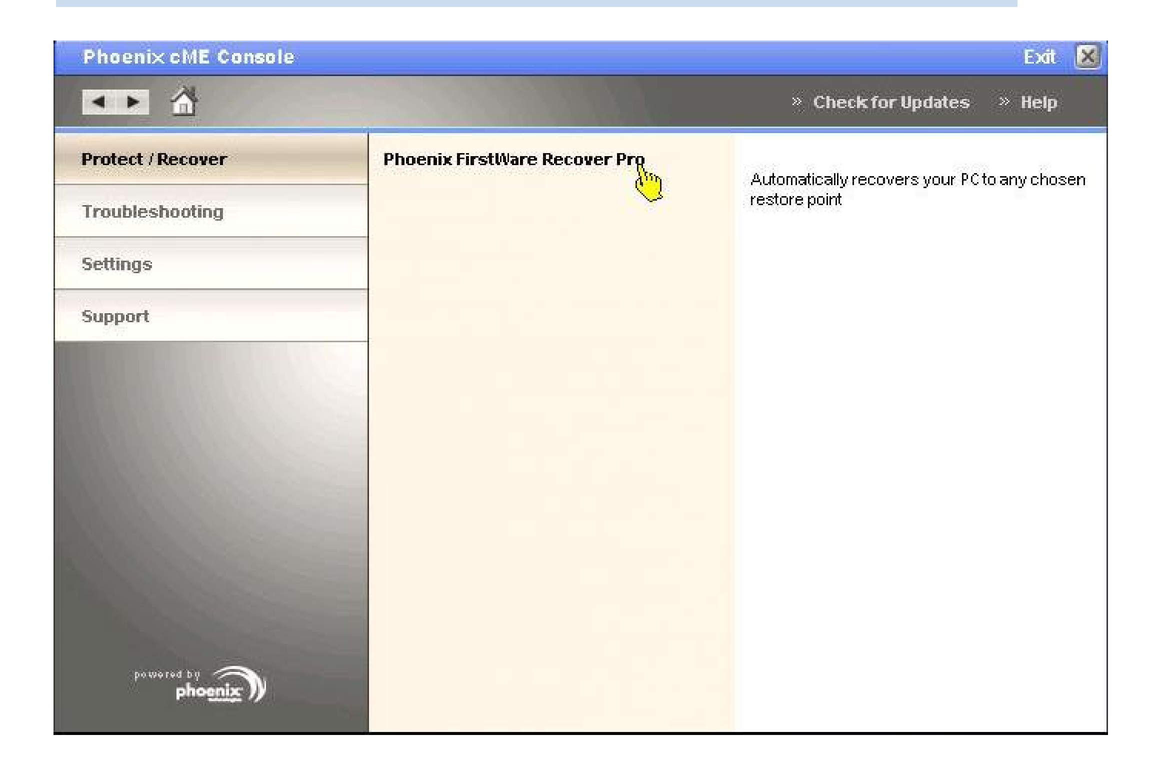
Recovering a Restore Point From cME Console

Follow these steps to restore your system to an earlier Quick Backup, a Complete Backup, or to the original factory state:

1. Power on your computer. If it is already running, reboot (restart/reset) it.
2. As soon as anything (logo, graphic, text) appears on the screen after boot-up, ***press*** and ***hold down*** the **F4** key. (Typically, **F4** is the "hot key" that starts the cME Console. Contact your PC manufacturer if this hot key does not work.)

   The cME Console screen displays. This is the access screen for applications in the protected area (cME hidden partition).

> NOTE
>
> Your Phoenix cME Console opening screen may not match the one pictured here. The number of available applications varies.



3. Click the **FirstWare Recover Pro icon**.

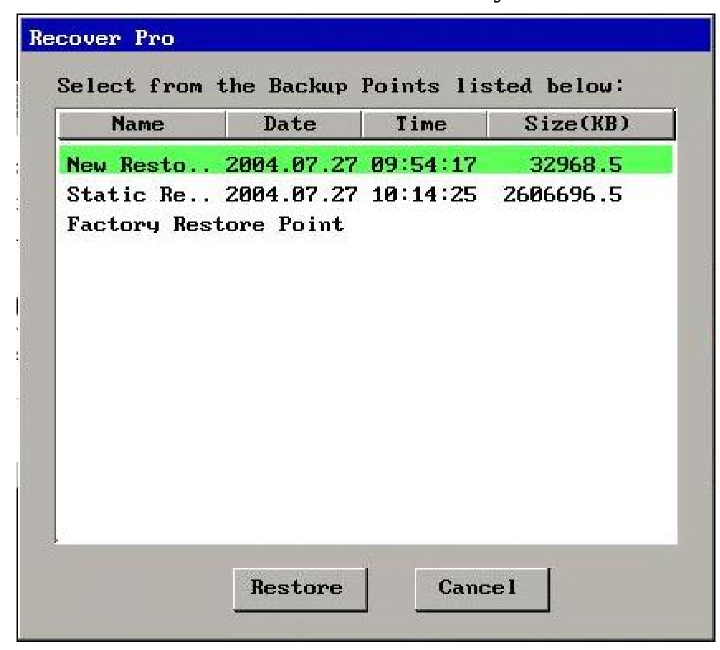
   The *Recover Pro Quick Start* screen is displayed.



From the Recover Pro Quick Start menu, you can select from the following buttons:

- **Restore Your Computer—**This button allows you to restore the latest Quick Backup.
- **Pick Recover Point—**This button allows you to select which Restore Point you want to recover.

4. Select **Pick Recover Point**. A list of your Restore Points is displayed.



5. Select which Restore Point you want to recover, and then select **Restore**.
6. A warning screen is displayed. This warning means that if you proceed, all information that you have created, modified, or deleted will be lost if they

occurred ***after the date of the Restore Point you have selected***. Click **Yes** to proceed.



7. Recover Pro will restart your computer and your hard disk will revert back to the selected Restore Point.

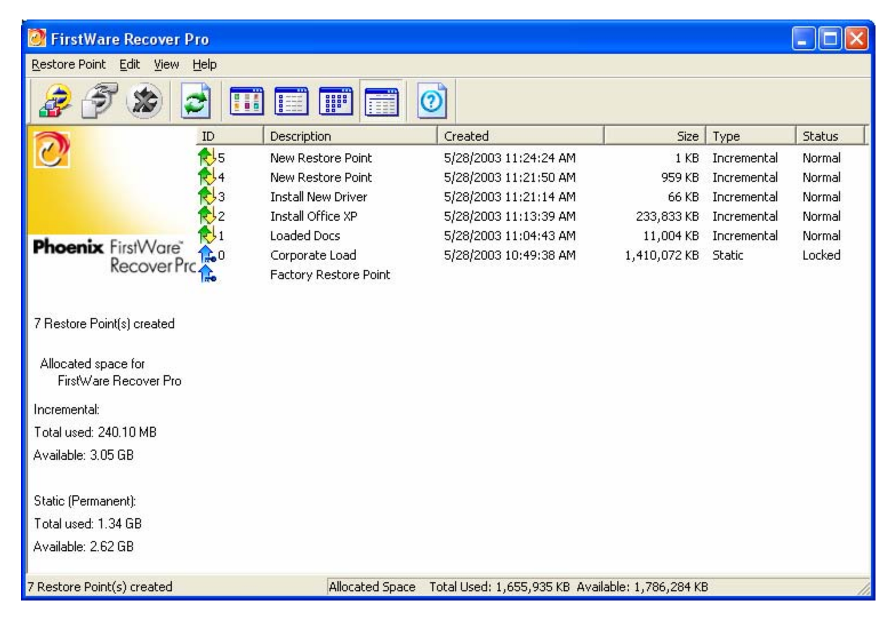
4 Using the Recover Pro Interface

If you choose not to use the Quick Start wizard, you can use the regular Recover Pro interface, which can be accessed by selecting the Advanced button within the wizard, or by selecting Recover Pro from the Windows start menu.

- A Windows application. You can use the Windows application for advanced recovery options.
- A cME (Core Managed Environment) application. cME applications reside in the cME hidden partition, which has added protection that makes it accessible by the press of a “hot key” at boot-up even when Windows is not functioning.

Accessing the Recover Pro Windows Application

To open FirstWare Recover Pro, select **Start** on the Windows taskbar, then **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**.



The Recover Pro Main Screen

The FirstWare Recover Pro main screen consists of several areas:

- **Menu**—This bar, located at the top of the window, contains all options you can use to perform FirstWare Recover Pro operations.
- **Tool Bar**—Use the tool bar to quickly access the same features you access with the menu bar.

> NOTE
>
> Place the cursor over an icon in the toolbar to view a tool tip.

- **Information Area**—In the main area of the screen, all Restore Points are listed. You can select and rename Restore Points.

> NOTE
>
> Right-click a Restore Point to access a menu. This offers an alternative to selecting from the Menu or Tool Bar.

- **Status Bar**—The status bar shows the properties of a Restore Point.

Menu Selections

The Recover Pro menu includes these items:

Restore Point

- **New**: Creates a new Restore Point.
- **Restore**: Reverts to a stored Static, Incremental, or Factory Restore Point.
- **Lock**: Locks a selected Static Restore Point that is currently unlocked. If the selected Static Restore Point is locked, this option shows Unlock.
- **Delete**: Deletes a selected Static Restore Point, Incremental Restore Point, or Un-trusted Restore Point(s).
- **Rename**: Renames a selected Restore Point.
- **Properties**: Opens the properties dialogue box of a selected Restore Point.
- **Exit**: Exits Recover Pro.

Edit

- **Select All**: Selects all Restore Points (including Static and Incremental Restore Points).
- **Invert Selection**: If Restore Points are selected (highlighted), Invert Selection will make all Restore Points unselected; if Restore Points are unselected, then Invert Selection will make all Restore Points selected.

View

- **Select All**: Selects all Restore Points (including Static and Incremental Restore Points).
- **Invert Selection**: If Restore Points are selected (highlighted), Invert Selection will make all Restore Points unselected; if Restore Points are unselected, then Invert Selection will make all Restore Points selected.

Help

- **Help Topics**: Opens FirstWare Recover Pro online help, which provides information about using FirstWare Recover Pro.
- **About FirstWare Recover Pro**: Shows the version number and copyright notice.

Toolbar Buttons in Recover Pro

The toolbar buttons in FirstWare Recover Pro provides a rapid, convenient way to run the main functions of FirstWare Recover Pro.

Button		Description
	New	Manually adds new Restore Points
	Restore	Reverts to a stored Incremental or Static Restore Point
	Delete	Deletes selected Static Restore Point or Incremental Restore Point(s)
	Refresh	Refreshes current Restore Points list
	Large icons	Shows Restore Points as large icons
	Small icons	Shows Restore Points as small icons
	List	Shows Restore Points as a list
	Details	Shows Restore Point details
	View help topics	Displays help topics of Recover Pro

Mouse Right-Click Menu

There are two different mouse right-click menus in Recover Pro:

- One menu displays when a Restore Point is selected.
- The other menu displays when no Restore Points are selected.

Options in these menus:

- **New**: Creates a new Restore Point.
- **Restore**: Reverts to a stored Static or Incremental Restore Point.
- **Lock**: Locks a selected Static Restore Point that is currently unlocked; if the selected Static Restore Point is locked, this option will show Unlock.
- **Delete**: Deletes selected Static Restore Point, Incremental Restore Point, or Un-trusted Restore Point(s).
- **Rename**: Changes the name of a selected Restore Point.
- **Properties**: Opens the properties dialogue box.
- **Refresh**: Refreshes current Restore Points list.
- **Options**: Opens the Options window.

Restore Point Icons

Restore Point icons appear beside each Restore Point to provide information about the Restore Point.

Icon	Description
	Static or Factory Restore Point - Locked
	Static or Factory Restore Point - Unlocked
	Normal Incremental Restore Point
	Un-trusted Incremental Restore Point

More About the Restore Points

NOTE

FirstWare Recover Pro does not create new Restore Points if it is unable to lock your hard drive. Close *all* applications when you create a new Restore Point.

There are three types of Restore Points shown on this screen—**Incremental**, **Static**, and **Factory**

- **Incremental Restore Points—**an end-user created backup. You can have multiple Incremental Restore Points that you create automatically or manually. The number of Incremental Restore Points is subject to the hard drive space and the size of the partition you create for the Incremental Restore Points (on the Cut Partition screen during installation).

  An Incremental Restore Point is listed as *New Restore Point* by default if you do not assign a name to it.

  Un-trusted Restore Points are specific types of Incremental Restore Points. At system start up, FirstWare Recover Pro checks the data integrity of the latest Incremental Restore Point and marks it as Un-trusted if Recover Pro finds any inconsistencies.
- **Static Restore Point**—an end-user created backup of all data stored on the primary drive or selected partition on the primary drive.
- **Factory Restore Point**—an image file of the hard drive, created by the PC manufacturer.

NOTE

Inconsistencies can happen if data is changed while FirstWare Recover Pro is not monitoring the hard disk drive. We do *not* recommend restoring from an Un-trusted Incremental Restore Point.

Accessing the cME Version of Recover Pro

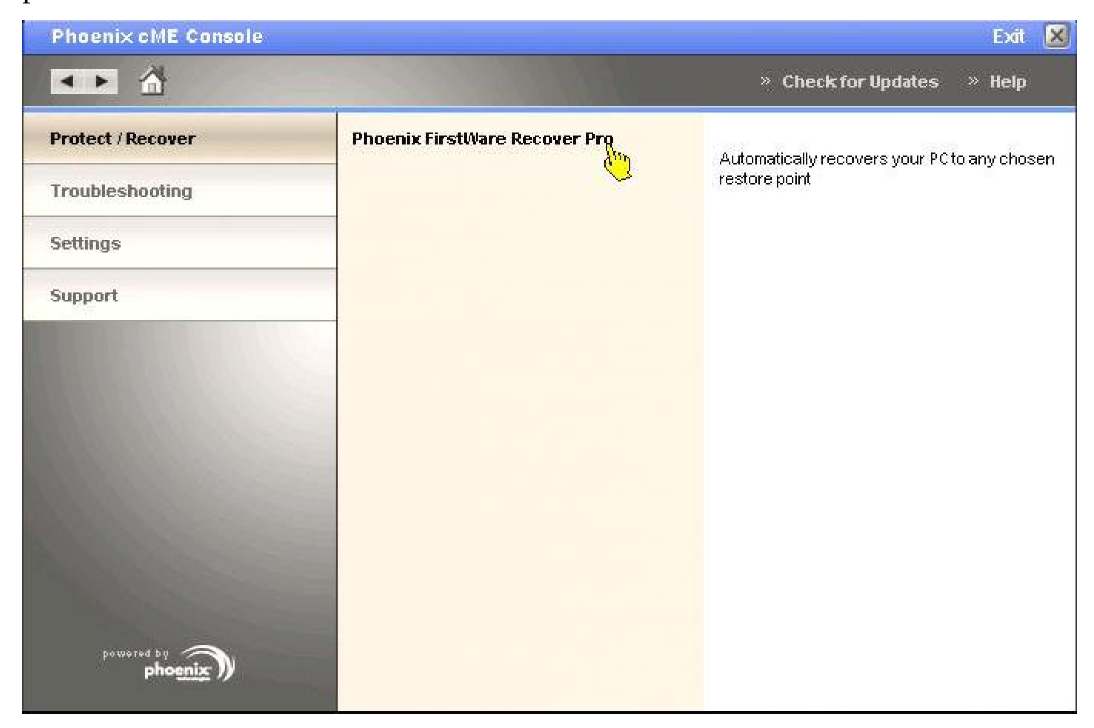
You can access the cME version of FirstWare Recover Pro even when Windows is not functioning. You access it during boot up—just after you power on the PC.

To access the cME version of FirstWare Recover Pro:

1. Power on your computer. If it is already running, reboot (restart/reset) it.

2. As soon as anything (logo, graphic, text) appears on the screen after boot-up, *press* and *hold down* the **F4** key. (Typically, **F4** is the “hot key” that starts Recover Pro. Contact your PC manufacturer if this hot key does not work.)

   The cME Console screen displays. This is the access screen for cME applications that your PC manufacturer has installed in the cME hidden partition.



3. Click the FirstWare Recover Pro icon.

   The FirstWare Recover Pro selection screen displays.

4. Proceed to the section, *Running the cME Version of Recover Pro* on p. 44, for instructions on restoring a Restore Point.

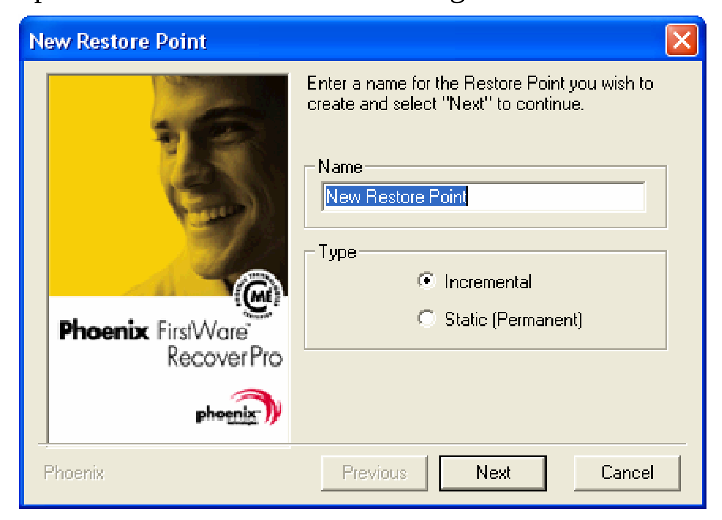
5 Creating and Restoring Restore Points

You can create and delete Incremental and Static Restore Points. You can restore all types of Restore Points. This chapter provides instructions for these tasks and other tasks related to the Restore Points. For information on scheduling automatic Restore Point creation, see *Setting Recover Pro Options*.

Creating New Incremental Restore Points

You can manually create an Incremental Restore Point at any time by following these directions:

1. Close all applications except Recover Pro. See *Before You Install* on p. 3.
2. To add a new Restore Point, select **Restore Point** > **New** from the menu to open the New Restore Point dialogue box.



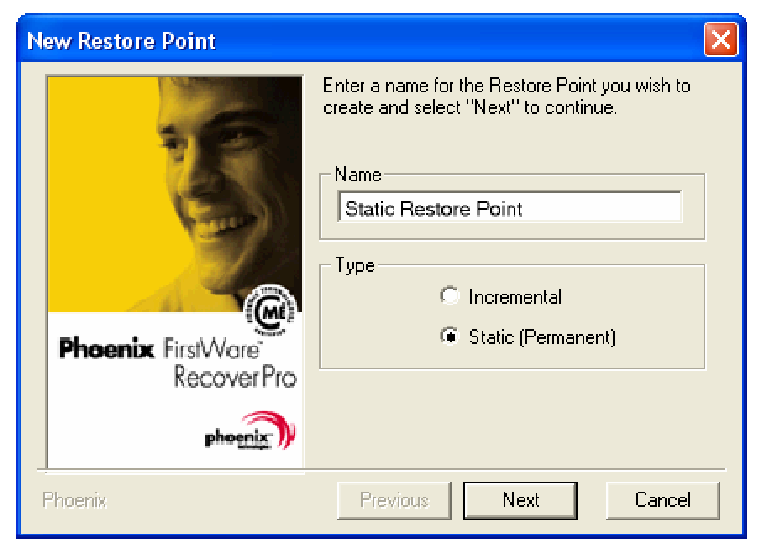
3. Select **Incremental**.
4. Enter a name or keep the default name. You can have multiple Incremental Restore Points.
5. Click **Next**. A warning displays. Click **Next** on the warning dialog.

   If any program is currently writing to the hard disk, FirstWare Recover Pro will stop creating the Restore Point and will lock the hard drive. (If your computer locks up during this period, restart it manually and try again.)
6. When a dialog displays indicating that you have successfully created a new Restore Point, click **Close**. You do not need to restart your PC.

Creating/Renewing a Static Restore Point

You can have only one Static Restore Point at a time. To create a new Static Restore Point or replace a current one, perform the following steps:

1. Close all applications except Recover Pro. See *Before You Install* on p. 3.
2. Select **Restore Point** > **New.** The New Restore Point dialog box appears.



3. Select **Static**.
4. Enter a name for this Restore Point or keep the default.
5. Click **Next** to continue. A cautionary note displays.

CAUTION !

Creating a new Static Restore Point will clear the current Static Restore Point.

6. Confirm that you want to create a new Static Restore Point by selecting **Next** to continue.
7. Select the logical drives (partitions) you want FirstWare Recover Pro to back up.

NOTE

If the size of the new Static Restore Point is larger than the disk space reserved by the PC manufacturer, the restore point cannot be built and the **Next** button will be disabled. In this case, try unselecting some of the logical drives to make the new Static Restore Point smaller.

8. You will be prompted to restart your computer, at which time a new Static Restore Point will be created. At the prompt, select **Next** to create the new Static Restore Point.

Reverting to an Incremental or Static Restore Point From Windows

You can restore your hard drive to any of the saved Restore Points. It is recommended that you try to restore your system using Incremental Restore Points first. If your system still is not functioning properly, use the Static Restore option. To restore your hard drive to a Restore Point that you have created, complete the steps. If Windows is not functioning, you can still restore your system to the Static Restore Point, but the procedure is different; see *Reverting to an Incremental or Static Restore Point From the cME Console* on p. 23.

To view information about a Restore Point, double-click it on the Recover Pro main screen.

NOTE

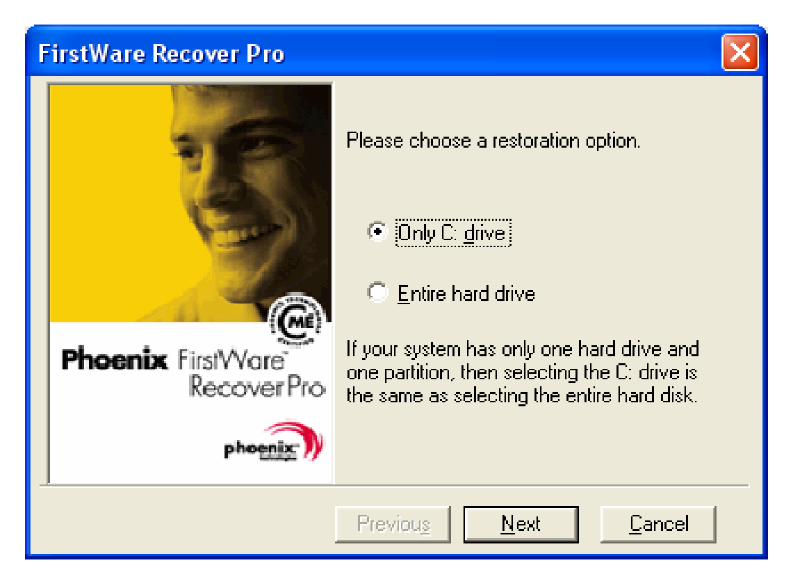
Reverting to an *Incremental Restore Point* will clear all existing Incremental Restore Points that were created after that point.

Reverting to a *Static Restore Point* will permanently delete all Incremental Restore Points.

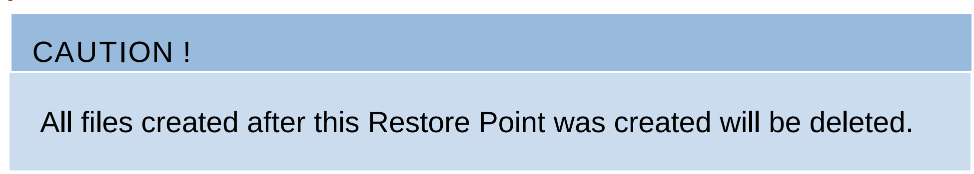
To restore your system to the Static or Incremental Restore Point from Windows:

1. Close all applications except Recover Pro. See *Before You Install* on p.3.
2. On the main Recover Pro screen, highlight the Restore Point you want to restore.
3. Select **Restore Point** > **Restore**.

   The Restore dialog box displays.



4. Select the drive to be restored—either a logical drive or the entire hard drive, and click **Next**.
5. At the verification screen, verify that you want to proceed with the indicated restore process by clicking **Next**. Recover Pro will restart your computer and your hard disk will revert back to the selected Restore Point.



CAUTION !

All files created after this Restore Point was created will be deleted.

When the computer restarts, the restoration is complete.

Reverting to an Incremental or Static Restore Point From the cME Console

You can restore your system to an Incremental or Static Restore Point even if Windows is not functioning. Follow these steps:

1. Power on your computer. If it is already running, reboot (restart/reset) it.
2. As soon as anything (logo, graphic, text) appears on the screen after boot-up, *press* and *hold down* the **F4** key. (Typically, **F4** is the “hot key” that starts the cME Console. Contact your PC manufacturer if this hot key does not work.)

   The cME Console screen displays. This is the access screen for applications in the protected area (cME hidden partition).



NOTE
Your Phoenix cME Console opening screen may not match the one pictured here. The number of available applications varies.

3. Click (or press **tab** and **Enter**) the FirstWare Recover Pro icon.

   The FirstWare Recover Pro selection screen displays.

NOTE
See *Recovering a Restore Point From cME Console*.

4. Select **Static Restore Points** or **Incremental Restore Points**.
5. Select the Restore Point to which you want to revert your system.
6. For an Incremental Restore Point, select to restore the primary partition (the default) or the entire disk, and select **OK**.

   For the Static Restore Point, select **Restore** and select the drive.
7. Read the cautionary note and select **OK**.

   Progress of the recovery displays on the screen.
8. When prompted, restart the computer.

If your system does not return to a functioning state, you may need to restore it to the Factory Restore Point.

Reverting to the Factory Restore Point

> CAUTION !
>
> The Factory Restore should be used only after neither Incremental nor Static Restore Points returned your system to a functioning state. Running Factory Restore will permanently erase all of your user data, applications and Incremental Restore Points. It will replace your current files with those that originally shipped with your PC.

You can restore your hard drive to the original Factory Restore Point in two ways:

- From a “hot key” at system boot-up that boots you into cME Console. Use this method when Windows is not functioning.
- From the Recover Pro Windows application. Use this method when Windows is functioning.

To restore from the Factory Restore Point, see the chapter *Restoring the Recover Pro Factory Image* on p. 41.

Locking and Unlocking a Static Restore Point

When a Restore Point is locked, it cannot be deleted.

Unlocking a Static Restore Point

If a Static Restore Point is locked, you can unlock it. To delete a Restore Point, you must first unlock it.

To unlock a Static Restore Point:

1. In Recover Pro, highlight the Static Restore Point.
2. Select **Restore Point** > **Unlock**.

Locking a Static Restore Point

After you unlock the Static Restore Point, use this function to lock it again. This will protect the Restore Point from being deleted.

To lock a Static Restore Point:

1. On the Recover Pro main screen, highlight the Static Restore Point.
2. Select **Restore Point** > **Lock**.

NOTE

Only the Static Restore Point has a Lock/Unlock function. Incremental Restore Points and the Factory Restore Points cannot be locked or unlocked.

Deleting a Static Restore Point

You can delete a Static Restore Point, but not a Factory Restore Point. When you delete a Static Restore Point, Recover Pro also deletes all Incremental Restore Points.

To delete a Static Restore Point:

1. On the Recover Pro main screen, highlight the Static Restore Point.
2. Select **Restore Point** > **Delete**.
3. If the Static Restore Point is locked, unlock it. Click **OK** at the related message dialog.
4. A message displays warning you that all existing Restore Points (Static and Incremental—not Factory Restore) will clear if you delete the Static Restore Point. Select **Yes** to continue. The Delete Restore Point(s) dialog displays.
5. Check that you wish to delete all the listed Restore Points. Click **Next** to continue.

   Recover Pro restarts the PC and deletes the listed Restore Points.

CAUTION !

Deleting the Static Restore Point will delete all Incremental Restore Points.

Deleting an Incremental Restore Point

You can delete Incremental Restore Points only when the partition that contains the Incremental Restore Points has reached the minimum remaining space as designated in the Options menu. (See *Setting a Low Free Space Message* on p. 39.) The default is 15% and can be changed on the Recover Pro Options tab. For instance, if the warning message is set to appear at 30% free space remaining, you can delete Incremental Restore Points only when 30% (or less) of free space remains in the partition.

To delete an Incremental Restore Point:

1. On the Recover Pro main screen, highlight the Incremental Restore Point.
2. Select **Restore Point** > **Delete**.

   A dialog box warns that prior Incremental Restore Points will cleared if you delete the Restore Point. Select **Yes** to continue.

   The Delete Restore Point(s) dialog displays.
3. Check that you wish to delete all the listed Restore Points. Click **Next** to continue.

   Recover Pro restarts the PC and deletes the listed Restore Points.

> NOTE
>
> You can delete Incremental Restore Points only after the free space drops to the percentage designated on the Options dialog.

Deleting an Un-trusted Restore Point

Un-trusted Restore Points are specific types of Incremental Restore Points. At system start up, FirstWare Recover Pro checks the data integrity of the latest Incremental Restore Point and marks it as Un-trusted if Recover Pro finds any inconsistencies. When you delete an un-trusted Restore Point, Restore Point Recover Pro will also delete all Incremental Restore Points created before the deleted one.

To delete an un-trusted Restore Point:

1. On the Recover Pro main screen, highlight the un-trusted Restore Point.
2. Select **Restore Point** > **Delete**.

   A dialog box warns that prior Incremental Restore Points will clear if you delete the un-trusted Restore Point. Select **Yes** to continue.

   The Delete Restore Point(s) dialog displays.

3. Check that you wish to delete all the listed Restore Points. Click **Next** to continue.

   Recover Pro restarts the PC and deletes the listed Restore Points.

Renaming Restore Points

To rename a Restore Point:

1. On the Recover Pro main screen, highlight the Restore Point.
2. Select **Restore Point** > **Rename**.
3. Type the desired name (Up to 255 characters).

Viewing Restore Point Properties

To view information about a Static or Incremental Restore Point:

1. On the Recover Pro main screen, highlight the Restore Point.
2. Select **Restore Point** > **Properties**.

Exiting Recover Pro

To exit Recover Pro:

- On the Recover Pro main screen, select **Restore Point** > **Exit**.

Recover Pro will continue to run in the background.

6 Creating a Recovery CD/DVD

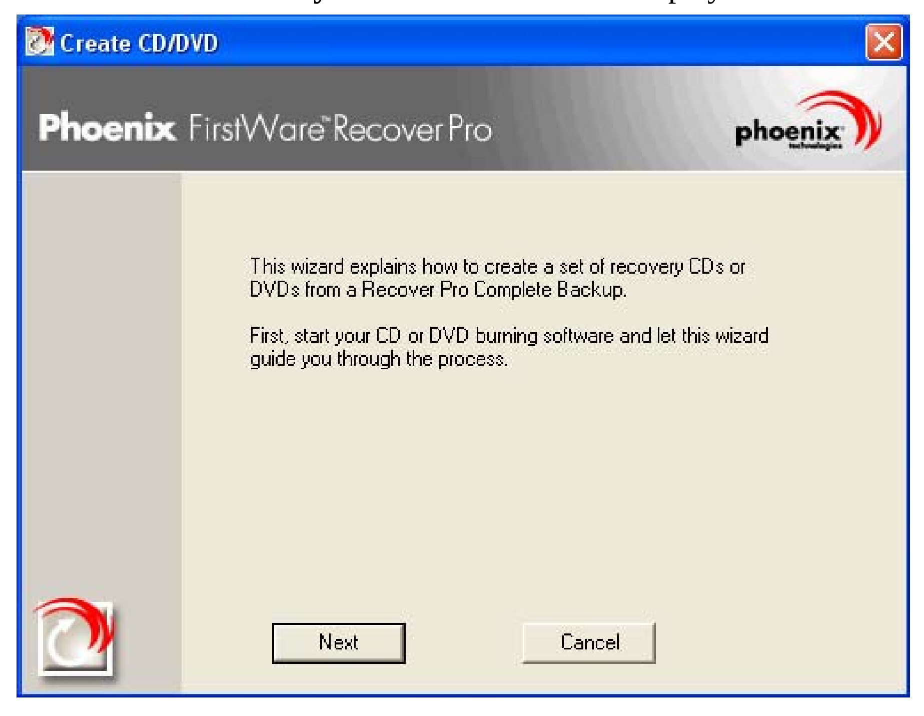
This chapter provides information for creating a recovery CD/DVD. The Recovery CD/DVD wizard will guide you in creating a recovery CD or DVD from a Recover Pro Complete Backup.

The recovery CD/DVD will be a self-contained bootable recovery image file, containing both recovery software and backup data. Depending on the size of the recovery image file set, more than one CD/DVD disc may be required. (Storage capacity for a typical single CD is 650MB, 4.7GB for single DVD.)

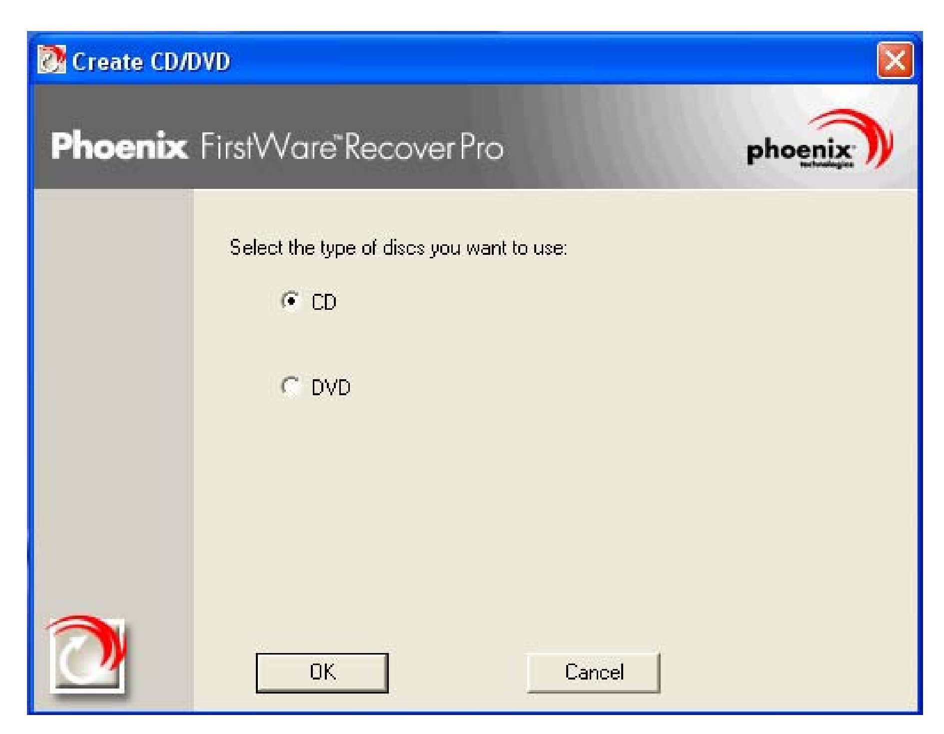
Creating the Recovery Disc(s)

To create a recovery CD/DVD:

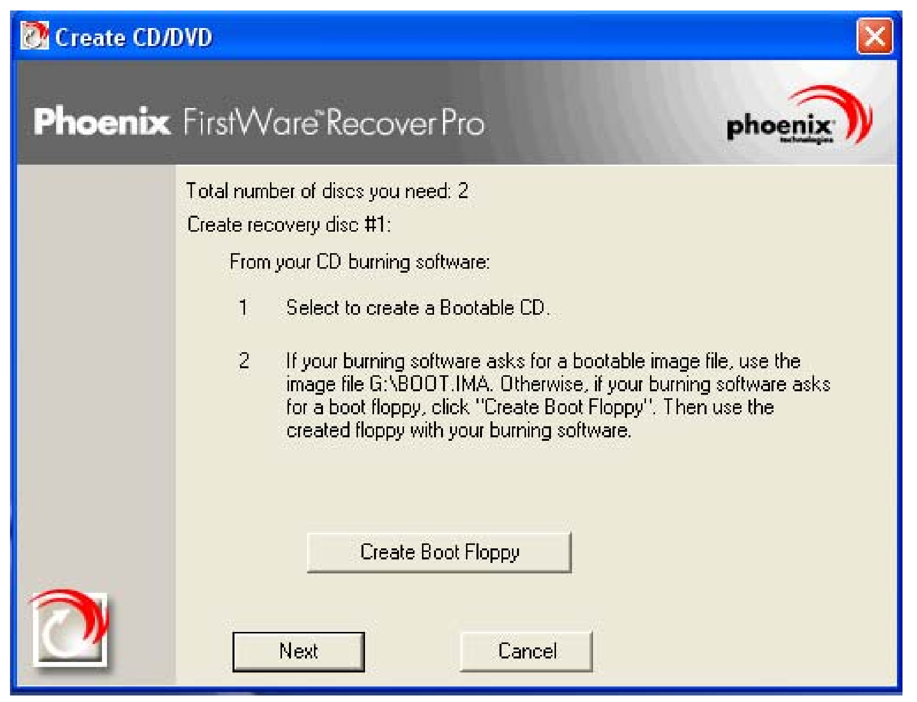
1. From your Windows Start menu, select **Start>Programs>Phoenix cME>Create Recovery CD/DVD**. The wizard displays.



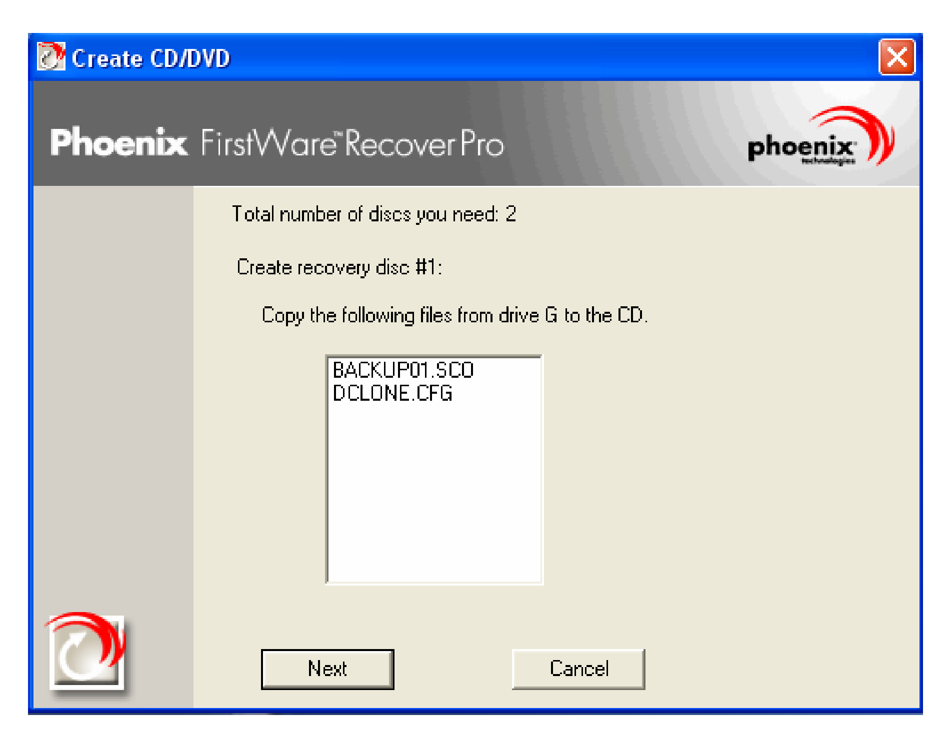
2. Start your CD or DVD burning software (allows you to copy files to a CD or DVD) and click **Next** to continue. Click **Cancel** to end the process.



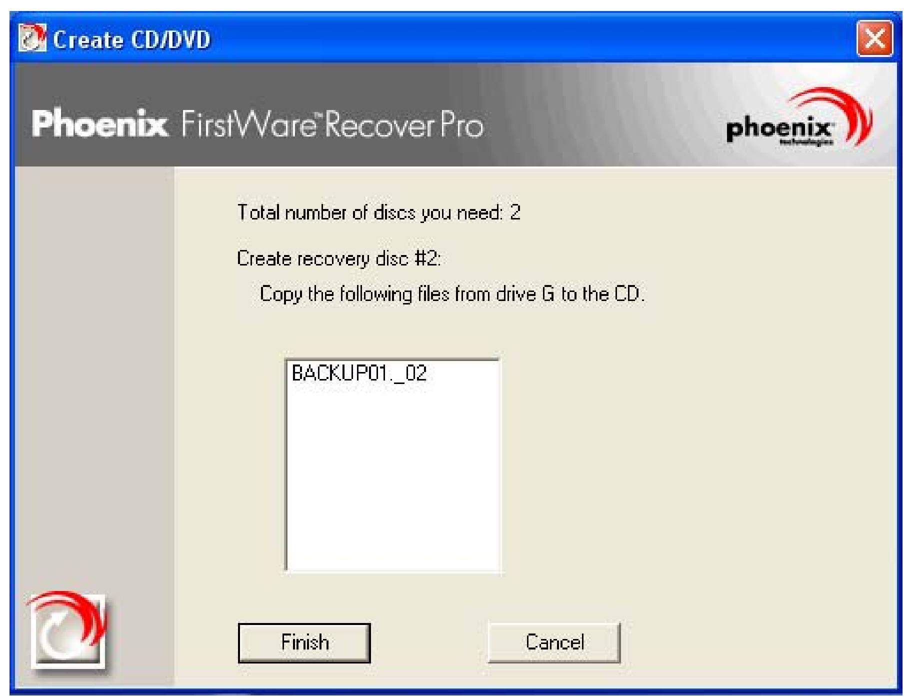
3. Select the type of disc you will be using, CD or DVD, and click **OK**. Click **Cancel** to end the process. When you select OK, a dialog displays and tells you the number of discs you will need to create the recovery image.



4. From your burning software, select to create a bootable CD/DVD. If your software asks for a boot image file, use the image file F:\boot.ima. If your burning software requires a boot floppy disk, click **Create Boot Floppy** and then use the boot floppy with your burning software.
5. Click the **Next** button to continue. Click **Cancel** to end the process.



6. Select the files you want to copy to the CD/DVD and click **Next**. Click **Cancel** to end the process.



7. Once all selected files have been copied to the recovery CD/DVD, click **Finish** (if no more discs are needed). Click **Cancel** to end the process.

7 Setting Recover Pro Options

This chapter provides instructions on these tasks, available in the FirstWare Recover Pro Options dialog:

- View information
- Schedule creation of Restore Points
- Disable and enable Recover Pro
- Set a password
- Set up a prompt to notify you when the Incremental Restore Point partition is getting low
- This chapter also shows how to uninstall the application.

Viewing Information on Recover Pro Disk Space

You can view an overview of the Recover Pro partitions, allowing you to view the available disk space for both Static and Incremental Restores, as well as the name and the number of Restore Points.

To view information:

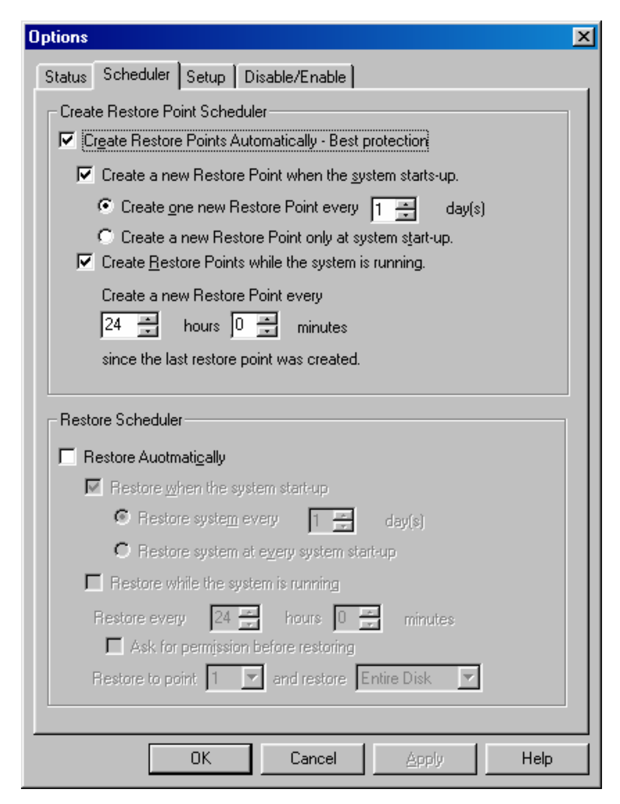
- On the Recover Pro main screen, select **View** > **Options** to display the Options dialog box.

Creating Restore Points Automatically

You can set Recover Pro to create Incremental Restore Points at regular intervals or at start-up.

To schedule automatic creation of Restore Points:

1. On the Recover Pro main screen, select **View** > **Options**.
2. Click the **Scheduler** tab to display the Scheduler dialog.



3. Select the frequency of Restore Points by selecting options:

Create Restore Point Automatically. Check to activate the choices below.

- **Create a new Restore Point when the system starts up.** Your PC will create an Incremental Restore Point automatically every time during start-up.
  - ➢ **Create one new Restore Point every N day(s).** (between one and 30 days)
    After selecting this option, your PC will create a Restore Point every number of days that you have set. These days are not accumulated. For example, if the setting is for every two days and your PC does not start up within six days, when you start up, Recover Pro will create only one Restore Point automatically.
  - ➢ **Create a new Restore Point only at system start-up.** Recover Pro will create the Restore Point every time you boot up.
- **Create Restore Points while the system is running.** Using this option, Recover Pro allows you to create Restore Points during operation, with a minimum of one hour and a maximum of 720 hours. By selecting this option, you can create multiple Restore Points while the system is running, based on your settings.

4. When finished, click **OK**.

Recover Pro will continue to run in the background in Windows and will not affect other applications.

NOTE

During the Recover Pro Restore Point creation process, any applications reading or writing to your hard disk may affect the Restore Point. Recover Pro will stop creating the Restore Point and it will not affect normal work operations.

Automatically Restoring to a Restore Point

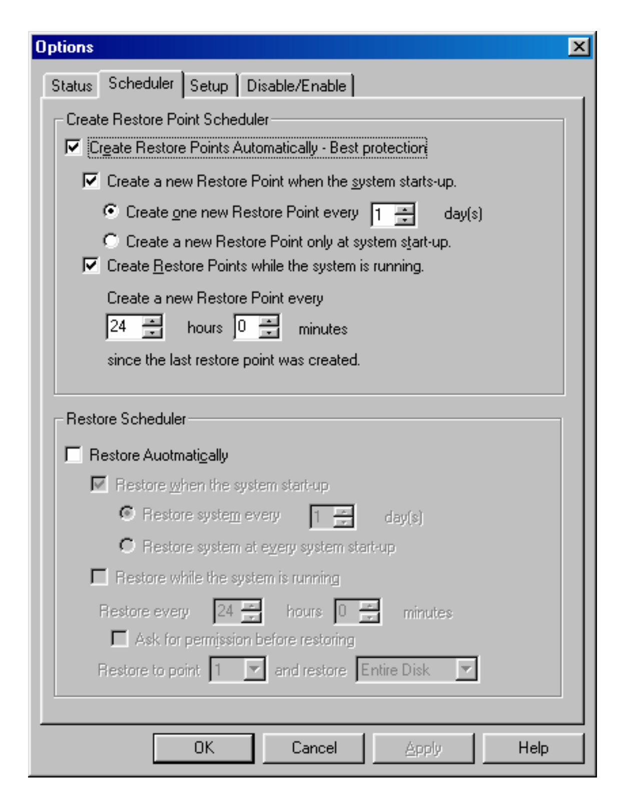
You can set Recover Pro to automatically restore to a selected Static or Incremental Restore Point at regular intervals or at start-up. You *cannot* schedule automatic restores to the Factory Restore Point. This setting might be useful in a lab setting in which you want to return the PC to a previous state on a regular basis.

CAUTION !

All files created after the selected Restore Point was created will be deleted once the system reverts to that Restore Point.

To schedule automatic restores:

1. On the Recover Pro main screen, select **View** > **Options**.
2. Click the **Scheduler** tab to display the Scheduler dialog.



3. In the Restore Scheduler area, select the frequency of the restore by selecting options:

Restore Automatically. Check to activate the choices below.

- **Restore when the system starts up.** Your PC will restore automatically to the selected Restore Point at system start-up according to the radio button selected:
  - ➢ **Restore system every N day(s).** (between one and 30 days) After selecting this option, your PC will restore to the selected Restore Point every number of days that you have set. These days are not accumulated. For example, if the setting is for every two days and your PC does not start up within six days, when you start up, Recover Pro will restore once automatically.
  - ➢ **Restore system at every system start-up.** Recover Pro will restore to the selected Restore Point every time you boot up.
- **Restore while the system is running.** Using this option, Recover Pro allows you to restore to the selected Restore Point during operation, with a minimum of one hour and a maximum of 720 hours.
  - ➢ **Ask for permission before restoring.** The user will be prompted before any restore is initiated while the system is running.
- **Restore to point N and restore…** Select the ID number (shown on the Recover Pro main screen) of the Static or Incremental Restore Point to which you want to automatically revert your system. Designate whether you want to restore the entire disk or a partition.

4. When finished, click **OK**.

   Recover Pro will continue to run in the background in Windows and will not affect other applications.

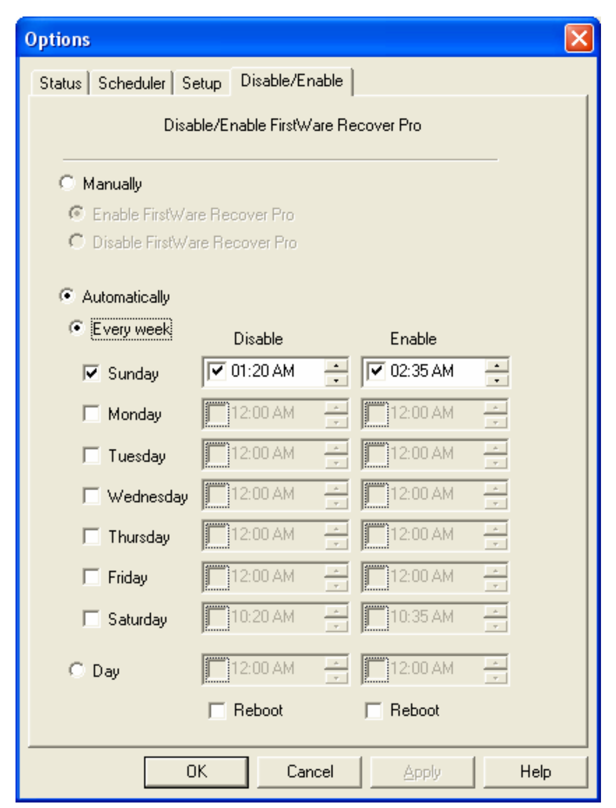
> NOTE
>
> Reverting to an *Incremental Restore Point* will clear all existing Incremental Restore Points that were created after that point.
>
> Reverting to a *Static Restore Point* will permanently delete all Incremental Restore Points.

Enabling and Disabling Recover Pro

You can set several Setup options in Recover Pro, including disabling it. Disabling Recover Pro will clear all Restore Points automatically.

To set options:

1. On the Recover Pro main screen, select **View** > **Options**.
2. Click the **Disable/Enable** tab.



3. Select options:

Enable FirstWare Recover Pro monitors the read and write information on the hard disk and backup information. When this is selected, you can create new Restore Points, rename them, and delete them.

Disable FirstWare Recover Pro When you need to restructure your hard disk or delete useless files that you do not need to back up, you can disable Recover Pro.

4. Click **Apply**.

   If you have disabled Recover Pro, a warning similar to the following displays: "All existing Incremental Restore Points will be removed. Are you sure?"

   Click **Yes** if you wish to continue and disable Recover Pro.

> CAUTION !
>
> Disabling Recover Pro will clear all Incremental Restore Points automatically.

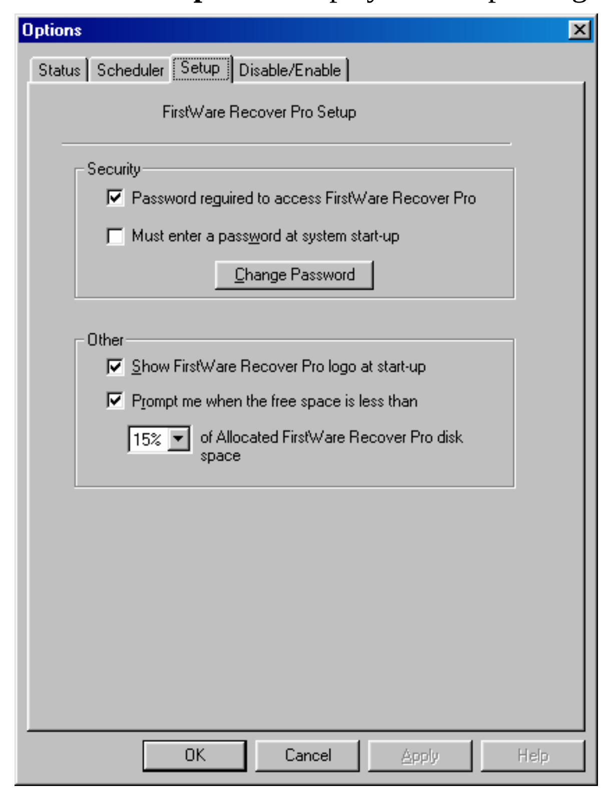
Setting a Password

You can set or change password options for Recover Pro. Under password protection, you do not need to worry about your computer being used by an unauthorized person. Recover Pro adds an additional level of security to prevent unauthorized users from accessing your hard drive.

To set password options:

1. On the Recover Pro main screen, select **View** > **Options**.

2. Click the **Setup** tab to display the Setup dialog.



3. Select Security options:

Password required to access Recover Pro.

Must enter a password at system start-up. During system start-up, Recover Pro will ask for a password. If you enter the wrong password three times, your system will lock automatically (you can try again after restart).

Change Password. Click this button to display the Password dialog box. Enter your current password. Enter the new desired password (maximum of eight characters) and re-enter it to confirm.

4. Click **OK**.

NOTE

The new password will be recognized as the required password when you run Recover Pro or uninstall Recover Pro. If you have enabled **Must enter a password at system start-up**, this password is also required at system start-up. Please memorize your password, and keep it confidential.

Showing/Hiding the Recover Pro Logo at Start-up

The Setup page in the Recover Pro Options window provides a convenient way of enabling or disabling the Recover Pro logo at start-up.

To show/hide the Recover Pro logo at start-up:

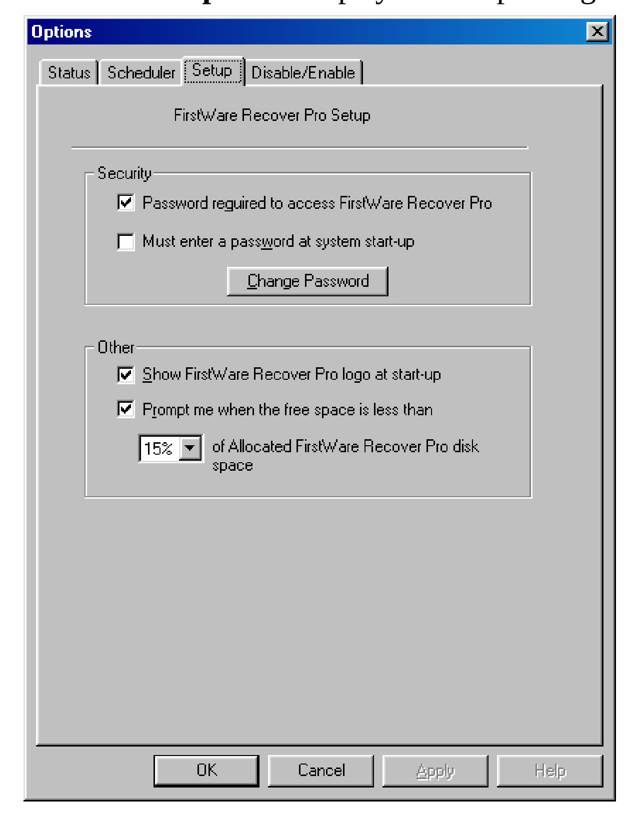
1. On the Recover Pro main screen, select **View** > **Options**.
2. On the **Setup** tab, check or uncheck **Show FirstWare Recover Pro logo at start-up**.
3. Click **OK**.

Setting a Low Free Space Message

You can set a pop-up Warning to display when the free space in the Recover Pro partition is less than the appointed percentage of the total space size. When the pop-up displays, you may wish to delete Incremental Restore Points. See *Deleting an Incremental Restore Point* on p. 27.

To show/hide the Recover Pro logo at start-up:

1. On the Recover Pro main screen, select **View** > **Options**.
2. Click the **Setup** tab to display the Setup dialog.



3. Check or uncheck **Prompt me when the free space is less than**
4. Select a percentage by selecting from the drop-down menu.
5. Click **OK**.

NOTE

You can delete Incremental Restore Points only after the free space drops to the percentage designated on the Options dialog.

8 Restoring the Recover Pro Factory Image

One recovery option for Recover Pro is restoring your hard drive to its factory configuration. This does not require a boot diskette. When the operating system is not bootable, or has become unstable, you can enter the recovery mode to restore the system to its factory configuration.

What Restoring the Factory Restore Point Does

NOTE

Review this section before running FirstWare Recover Pro.

Running this application overwrites current files on your hard drive. It is important that you understand the recovery process and the resulting file loss. The results of the recovery process are irreversible, so be sure to review this section before proceeding. See also *When to Revert to the Factory Restore Point* on p. 42.

The Hard-Drive Image

FirstWare Recover Pro copies an image of the original factory hard drive onto your hard drive. The result is a hard drive in the same condition as when you first purchased your computer—with an operating system (such as Windows), other system files, and often several software applications and utilities.

Replacement and Loss of Files

During the recovery process, the hard-drive image overwrites everything currently on the primary hard drive (or primary partition—see next paragraph). The drive will no longer contain any files you have added, downloaded, or created on that drive.

Affected Drive and/or Partition

If you have more than one hard drive, FirstWare Recover Pro affects only the primary drive (usually "C:"), which normally stores the system files. This drive may also store user data files you have created, such as MS Word Files and graphic files.

If your primary drive is partitioned (divided into “C:” and “D:” drives, for example), you have the choice to recover only the first “C:” partition (which normally contains the system files) or the entire hard drive.

NOTE

The **Recover Boot Partition** option may not be available to all users.

CAUTION !

When you run FirstWare Recover Pro, the system is returned to the basic factory configuration. If you recover the entire hard drive (not just a boot partition), all data (files) you have created and stored on your system’s hard drive and all applications that you have installed on the system will be lost. This includes all Incremental Restore Points.

When to Revert to the Factory Restore Point

Using FirstWare Recover Pro to revert to the Factory Restore Point offers a disaster recovery solution in *any* of these situations:

- Your system will not boot into the operating system. For example, Windows will not start up.
- Your system has become unstable. This may be due to an operating system crash, scrambled hard disk, software worm, virus attack, or other problem. When applications do not run properly, the cause may be an unstable system.
- You want to return the hard drive to its original factory condition.
- The computer manufacturer technical support team advises you to run the Factory Restore option of FirstWare Recover Pro.

Do not run the Factory Restore option of FirstWare Recover Pro unless your system is not working and you have exhausted other possible solutions, which might include restoring to a Recover Pro Incremental or Static Restore Point, running Windows System Clean-up tools, deleting temporary files. In general, the Factory Restore option of FirstWare Recover Pro is the solution when a total system recovery (“wiping the hard disk clean” and completely reinstalling the factory applications) is the only way to regain full functionality of your computer.

It is recommended that you read “What Restoring the Factory Restore Point Does” on p. 41 before you run the Factory Restore option of FirstWare Recover Pro.

How to Restore to the Factory Restore Point

You can restore your hard drive to the original Factory Restore Point in two ways:

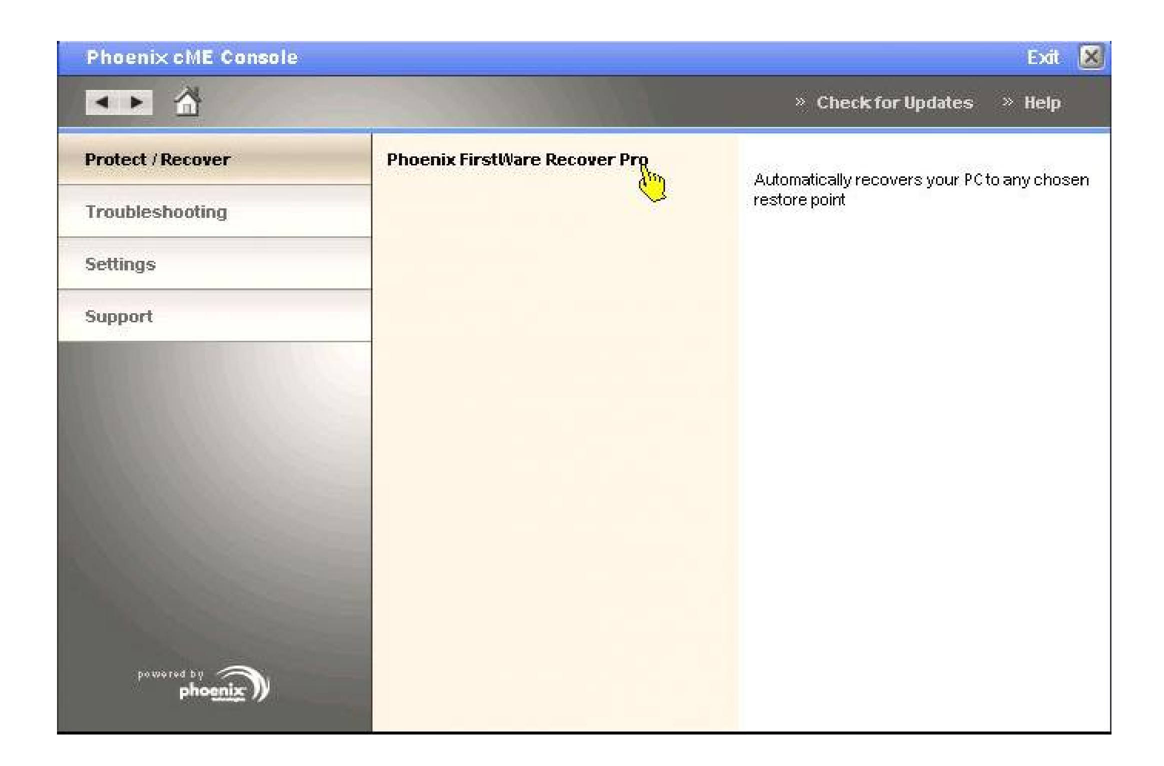
- From a “hot key” at system boot-up. Use this method when Windows is not functioning. The resulting cME Console displays a Recover Pro icon.
- From the Recover Pro Windows application. Use this method when Windows is functioning.

Both methods are detailed here.

To Start a Factory Restore at System Boot-up

1. Power on your computer. If it is already running, reboot (restart/reset) it.
2. As soon as anything (logo, graphic, text) appears on the screen after boot-up, *press* and *hold down* the **F4** key. (Typically, **F4** is the “hot key” that starts Recover Pro. Contact your PC manufacturer if this hot key does not work.)

   The cME Console screen displays. This is the access screen for applications in the cME hidden partition.



NOTE

Your Phoenix cME Console opening screen may not match the one pictured here. The number of available applications varies.

3. To change to another language, click **Options**. In the Language and Resolution section, click the desired language, and click the **Apply** button to implement the selected language.
4. Click the FirstWare Recover Pro icon.

   The FirstWare Recover Pro selection screen displays.
5. Proceed to the section, *Running the cME Version of Recover Pro*.

To Start a Factory Restore From Windows

1. Run Recover Pro by selecting **Start** > **Programs**, **Phoenix cME** and **Phoenix cME FirstWare Recover Pro 2004**.
2. Close all applications except Recover Pro. See *Before You Install* on p. 3.
3. On the main Recover Pro screen, highlight the Factory Restore Point.
4. Select **Restore Point** > **Restore**.

   The Factory Restore dialog box displays.
5. Click **OK** on the verification screen.

   Recover Pro accesses the protected area of your hard drive and runs the cME version of Recover Pro.

   The FirstWare Recover Pro selection screen displays.
6. Proceed to the section, *Running the cME Version of Recover Pro* on p. 44.

Running the cME Version of Recover Pro

General Information About Running the cME Version of Recover Pro

Running the cME version of Recover Pro is simple. You start it, choose a language, accept a license agreement, and select the type of recovery. After you confirm that you want to proceed with the recovery process, FirstWare Recover Pro restores your hard-disk image to the factory default. A progress screen allows you to monitor the recovery process.

Making Selections

Normally, your mouse will be functional when running FirstWare Recover Pro, and you can click to select options.

If the mouse is *not* functioning, press the **Tab** key until the desired option is highlighted, and then press **Enter** to select it.

How to Run the cME Version of Recover Pro

Once you have accessed the cME version of Recover Pro, follow these directions. (To access the cME version of Recover Pro, see *To Start a Factory Restore at System Boot-up* and *To Start a Factory Restore From Windows*.)

1. On the selection screen, select **Factory Restore**.
2. Read the license agreement and click **Accept** to proceed.

NOTE
If the license agreement has already been accepted, it does not display.

(If you choose **Decline**, the FirstWare Recover Pro program exits, and the system reboots. The recovery process will not run.)

3. The Select Recover Type screen displays.



4. Select a recovery option.
   - Click the desired option, or
   - Press the *Tab* key until the desired option is highlighted; press the space bar.

NOTE

The **Recover Boot Partition** option may not be available to all users.

Recover Boot Partition—Select this option if you know that your hard drive is divided into partitions and you want to recover only the boot partition of the hard drive.

Recover Full Drive—Select this option if your drive is not partitioned and/or you want to recover the entire drive. The entire primary drive (usually C:) will be recovered.

Cancel and Exit—Select this option if you do not want to run FirstWare Recover Pro at this time.

NOTE

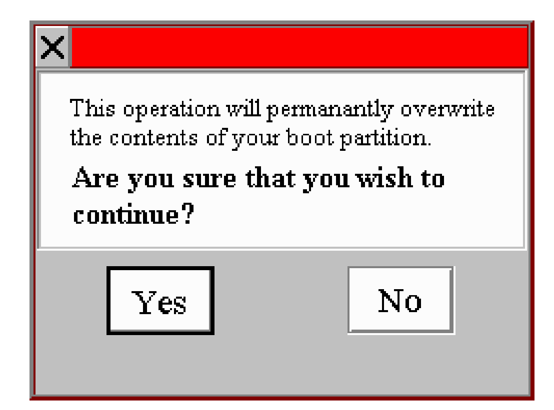
If you are unsure which option to choose and wish to minimize the number of deleted files, first select **Recover Boot Partition.**

If, after selecting the first option, the recovery process does not successfully restore your operating system (see *Successful recovery*), run FirstWare Recover Pro again, and select the second option, **Recover Full Drive.**

CAUTION !

It is recommended that you not choose Recover Boot Partition if the drive does not already contain a partition.

After you select an option, a confirmation dialog (identical or similar to the one shown here) displays.



5. Confirm that you want to continue. Click **Yes** to begin the recovery process. Or—if not using the mouse—press **Tab** to select and then press **the space bar**.

   (Selecting **No** returns you to the previous screen, from which you can exit FirstWare Recover Pro.)

   The recovery starts, and the FirstWare Progress screen displays. No further selections are required.

   CAUTION !

   When you run FirstWare Recover Pro, the system is returned to the basic factory configuration. If you recover the entire hard drive (not just a boot partition), *all data (files) you have created and stored on your system's hard drive and all applications that you have installed on the system will be lost.*

Monitoring the Recovery Process

As the FirstWare Recover Pro Progress screen displays and updates, you can monitor the recovery progress.



The screen indicates several types of information during recovery:

- Percentage of recovery completed
- Time elapsed
- Estimated time remaining

  The time it takes FirstWare Recover Pro to complete the recovery varies from approximately 5 or 10 minutes to more than one hour, depending on the size of the recovery image and system performance. The more applications and

utilities that were included in the factory setup, the longer the process will take.

- Number of KB of data to be recovered

Cancel—If you select **Cancel**, the recovery process will stop, but the system will be unbootable. It is recommended that you select **Cancel** only to delay the process until a later time.

Successful recovery

When the recovery process is successfully completed, the following actions occur automatically:

- The FirstWare Recover Progress screen shows 100% recovery, and the screen disappears.
- The computer reboots.
- The operating system starts up, and your desktop displays.

Operating system start-up is the indication that the recovery process was successful.

The operating system should now be working, and factory-installed applications should be available and functional. Your personal data files, however, will no longer be available.

The Recover Pro Factory Restore image remains in the protected area of your system in case you need to run it again in the future.

Handling Problems

If FirstWare Recover Pro encounters problems during the recovery process, a Client error message displays. The recovery process may not have succeeded.

If you see an error message:

- Make a note of the error number and the error message text.
- Contact your computer manufacturer's technical support team.

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